Desktop Support Team Lead | デスクトップ サポート チーム リーダー

Job Information

Recruiter
Hi-Tech Japan K.K.

Job ID
1491054

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 15th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Roles and Resposibility:

- Provide technical and procedural support to on-site personnel.
- Resolve complex client technical issues and share solutions with the team.
- Lead and participate in meetings and IT projects.
- Ensure day-to-day IT operations and compliance with GITO guidelines.
- Assist the Manager with scheduling, team coverage, and administrative tasks.
- Prepare and update support documentation and assist in trend analysis.
- Manage IT infrastructure and resolve critical incidents.
- Conduct IT security awareness training and ensure proper onboarding of new employees.
- Manage IT equipment, hardware, and software assets.
- Support the implementation of IT projects and Agile initiatives.

Must Requirement:

- Must have a degree in IT/Computer Science.
- Minimum 5+ years of IT support experience required.
- Strong leadership and problem-solving skills essential.

- Experience in a Microsoft, Windows 10, O365 environment needed.
- Must be willing to travel and work in a 24/7 organization.
- Fluent in both local language and English required.

Company Description